



TECHNICAL SERVICE BULLETIN

2.7L/3.0L - Fluid Leak From Engine Mount, Engine Vibration, And/Or Various Powertrain DTCs

21-2121

 30 August
2021

Model:

Lincoln	Engine: 2.7L EcoBoost
2017-2018 Continental	Engine: 3.0L EcoBoost

Issue: Some 2017-2018 Continental vehicles with a 2.7L/3.0L EcoBoost engine may exhibit a fluid leak from the engine mount, engine vibration, and/or various powertrain diagnostic trouble codes (DTCs), including but not limited to P0A14, P0A15, P0A16, P0AB6, P0AB7, and/or P0AB8. This may be due to a leaking switchable engine and/or transmission mount. To correct this condition, replace the switchable engine and transmission mounts with non-switchable mounts and reprogram the powertrain control module (PCM).

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2017-2018 Continental
- 2.7L/3.0L EcoBoost engine
- At least one of the following
 - Fluid leaking from the switchable engine and/or transmission mount
 - Engine vibration caused by a failed switchable engine and/or transmission mount
 - DTCs P0A14, P0A15, P0A16, P0AB6, P0AB7, and/or P0AB8

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

Parts

Part Number	Description	Quantity
KD9Z-6028-A	Engine Mount Kit	1
Obtain Locally	Double Wall Heat Shrink	4 Pieces
Obtain Locally	Electrical Tape	As Needed

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2017-2018 Continental 2.7L/3.0L: Retrieve DTCs, Replace The Engine And Transmission Mount Includes Time To Delete Electrical Connectors And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	212121A	3.7 Hrs.

Repair/Claim Coding

Causal Part:	RECALEM
Condition Code:	01

Service Procedure

1. Verify the ignition is in the OFF position.

NOTE: It is not required to pinch off any hoses and remove the degas bottle, it is only necessary to remove the retainer and position it aside.

2. Replace the engine mount. Refer to Workshop Manual (WSM), Section 303-01A (2.7L EcoBoost) or 303-01B (3.0L EcoBoost). The replacement engine mount will not have an electrical connector present. Leave the harness connector disconnected at this time.
3. Replace the transmission mount. Refer to WSM, Section 307-01. The replacement transmission mount will not have an electrical connector present. Leave the harness connector disconnected at this time.
4. Locate connector C191 that previously connected the engine mount to the 12A581 body harness.
5. Remove the harness covering from the back of C191 to expose approximately 100 mm (4 in.) of the 2 circuits (GY or GY/OG and GY/BN) located in the takeout from the 12A581 body harness that runs to the engine mount.
6. Cut the 2 circuits identified in Step 5 and discard the connector that previously connected to the engine mount.
7. Separate the 2 circuits from each other, add double wall heat shrink to each circuit and shrink to seal the open wiring ends.
8. Using electrical tape, secure the remaining portion of wiring to the 12A581 body harness.
9. Locate connector C190 that previously connected the transmission mount to the 12A581 body harness.
10. Remove the harness covering from the back of C191 to expose approximately 100 mm (4 in.) of the 2 circuits (GY or GY/OG and VT/OG) located in the takeout from the 12A581 body harness that runs to the transmission support insulator.
11. Cut the 2 circuits identified in Step 10 and discard the connector that previously connected to the transmission mount.
12. Separate the 2 circuits from each other, add double wall heat shrink to each circuit and shrink to seal the open wiring ends.
13. Using electrical tape, secure the remaining portion of wiring to the 12A581 body harness.
14. Reprogram the PCM using the appropriate Ford diagnostic scan tool using the latest software level.

NOTE: When prompted by the scan tool to select Switchable or Non-switchable engine mounts, select Non-switchable.

NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.